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### CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope, with sufficient postage, addressed to: Commissioner for Patents, Washington, D.C. 20231, on

OCTOBER 23, 2002

Date of Deposit

David W. Okey, Reg. No. 42,959

Name of Applicant, Assignee or  
Registered Representative

David W. Okey

Signature

OCTOBER 23, 2002

Date of Signature

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Our Case No.: 10022/178

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

John Brett et al.

Serial No.: 10/029,769

Filing Date: October 19, 2001

For: Method for Implementing Service  
Desk Capability

Examiner: N/A

Group Art Unit No.: 2182

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### INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56, it is respectfully requested that this Information Disclosure Statement be entered and the documents listed below and on the attached Form PTO-1449 be considered by the Examiner and

made of record. Copies of the listed documents required by 37 C.F.R. § 1.98(a)(2) are enclosed for the convenience of the Examiner.

The references now cited are the following:

**U.S. Patent Documents**

No.	Date	Name
6,177,932	01/2001	Galdes et al.
6,219,648	04/2001	Jones et al.
2001/0047270	11/2001	Gusick et al.

**Other Art**

Hiles, Andrew and Gunn, Yvonne, "Creating a Customer-Focused Help Desk: How to Win and Keep your Customers," Chapters 4, 6-7, Copyright @ 2000 Andrew Hiles and Yvonne Gunn, <http://library.books24x7.com>

International Search Report dated September 18, 2002, for corresponding international application PCT/US01/51076.

In accordance with 37 C.F.R. § 1.97(g),(h), this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed to be an admission that the information cited is, or is considered to be, material to patentability as defined in 37 C.F.R. § 1.56(b).

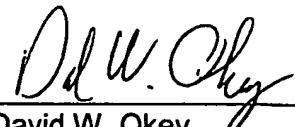
This Information Disclosure Statement is being filed prior to the receipt of the first Official Action reflecting an examination on the merits and hence is believed to be timely filed in accordance with 37 C.F.R. § 1.97(b).

In accordance with 37 C.F.R. § 1.97(e)(1), Applicant(s) hereby certify that each item of the information disclosed in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to filing of the present statement, as evidenced by the date of the enclosed search report.

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Applicant(s) respectfully request that the listed documents be made of record in  
the present case.

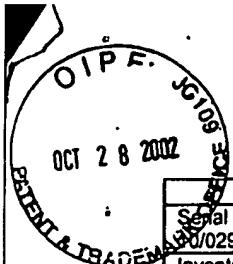
Respectfully submitted,



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David W. Okey  
Registration No. 42,959  
Attorney for Applicant(s)

BRINKS HOFER GILSON & LIONE  
P.O. Box 10395  
Chicago, IL 60610  
(312) 321-4200



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<b>TRANSMITTAL LETTER</b>			Case No. 10022/178
Serial No. 10/029,769	Filing Date October 19, 2001	Examiner N/A	Group Art Unit 2182
Inventor(s) John Brett et al.			
Title of Invention Method for Implementing Service Desk Capability			

TO THE COMMISSIONER FOR PATENTS

Transmitted herewith is Information Disclosure Statement; Form PTO-1449; five cited references; and return post card.

Small entity status of this application under 37 CFR § 1.27 has been established by verified statement previously submitted.

A verified statement to establish small entity status under 37 CFR §§ 1.9 and 1.27 is enclosed.

Petition for a \_\_\_\_\_ month extension of time.

No additional fee is required.

The fee has been calculated as shown below:

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	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra
Total		Minus		
Indep.		Minus		

Small Entity	
Rate	Add'l Fee
x \$9=	
x 42=	
+\$140=	
Total add'l fee	\$

Other Than Small Entity	
Rate	Add'l Fee
x \$18=	
x \$84=	
+ \$280=	
Total add'l fee	\$

Please charge Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE) in the amount of \$\_\_\_\_\_. A duplicate copy of this sheet is enclosed.

A check in the amount of \$\_\_\_\_ to cover the filing fee is enclosed.

The Commissioner is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this communication or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.

I hereby petition under 37 CFR § 1.136(a) for any extension of time required to ensure that this paper is timely filed. Please charge any associated fees which have not otherwise been paid to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.

**Respectfully submitted,**

**David W. Okey  
Registration No. 42,958  
Attorney for Applicant**

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Date: Oct 23, 2002 Signature: D. W. Okey

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FORMERLY 1449	SERIAL NO. 10/029,769	CASE NO. 10022/178
LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT		FILING DATE October 19, 2001
(use several sheets if necessary)		GROUP ART UNIT 2182
APPLICANT(S): John Brett et al.		

**REFERENCE DESIGNATION**

## **U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS/ SUBCLASS	FILING DATE
DN	A1	6,177,932	01/2001	Galdes et al.		
DN	A2	6,219,648	04/2001	Jones et al.		
DN	A3	2001/0047270	11/2001	Gusick et al.		

EXAMINER INITIAL	OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
DN	A4	Hiles, Andrew and Gunn, Yvonne, "Creating a Customer-Focused Help Desk: How to Win and Keep your Customers," Chapters 4, 6-7, Copyright @ 2000 Andrew Hiles and Yvonne Gunn, <a href="http://library.books24x7.com">http://library.books24x7.com</a>
DN	A5	International Search Report dated September 18, 2002, for corresponding international application PCT/US01/51076.

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EXAMINER	/Tan Nguyen/	DATE CONSIDERED	08/24/2006
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**EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609;  
Draw line through citation if not in conformance and not considered. Include copy of this form with next  
communication to applicant.